

Student ZOOM Account

Onboarding Guide
v1.0 | 31 Aug 2021



Note to Students:

Please proceed only if your **parents/guardians** have given their **consent** to your use of Zoom.



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01

Accessing **Zoom** with **Browser**

Step 1:

Click on **any of the browsers.**



Chrome



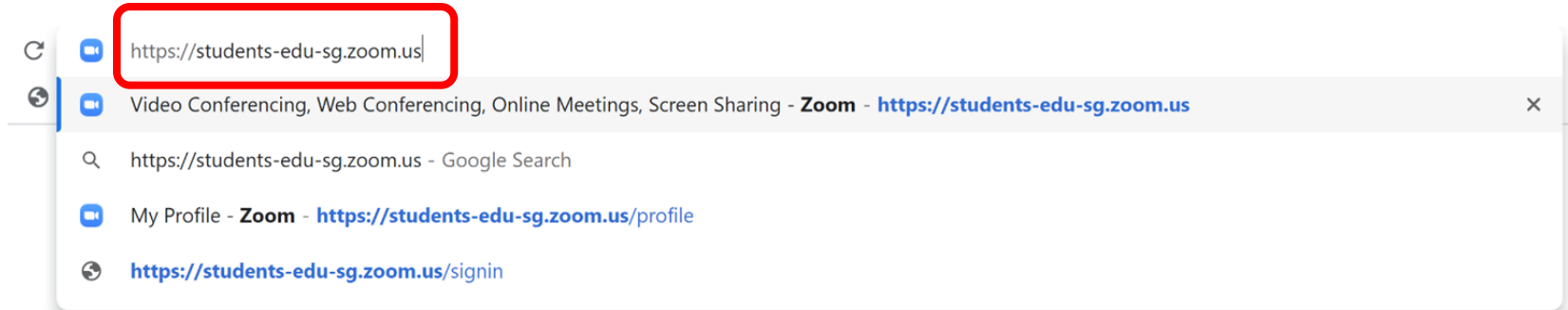
Microsoft
Edge



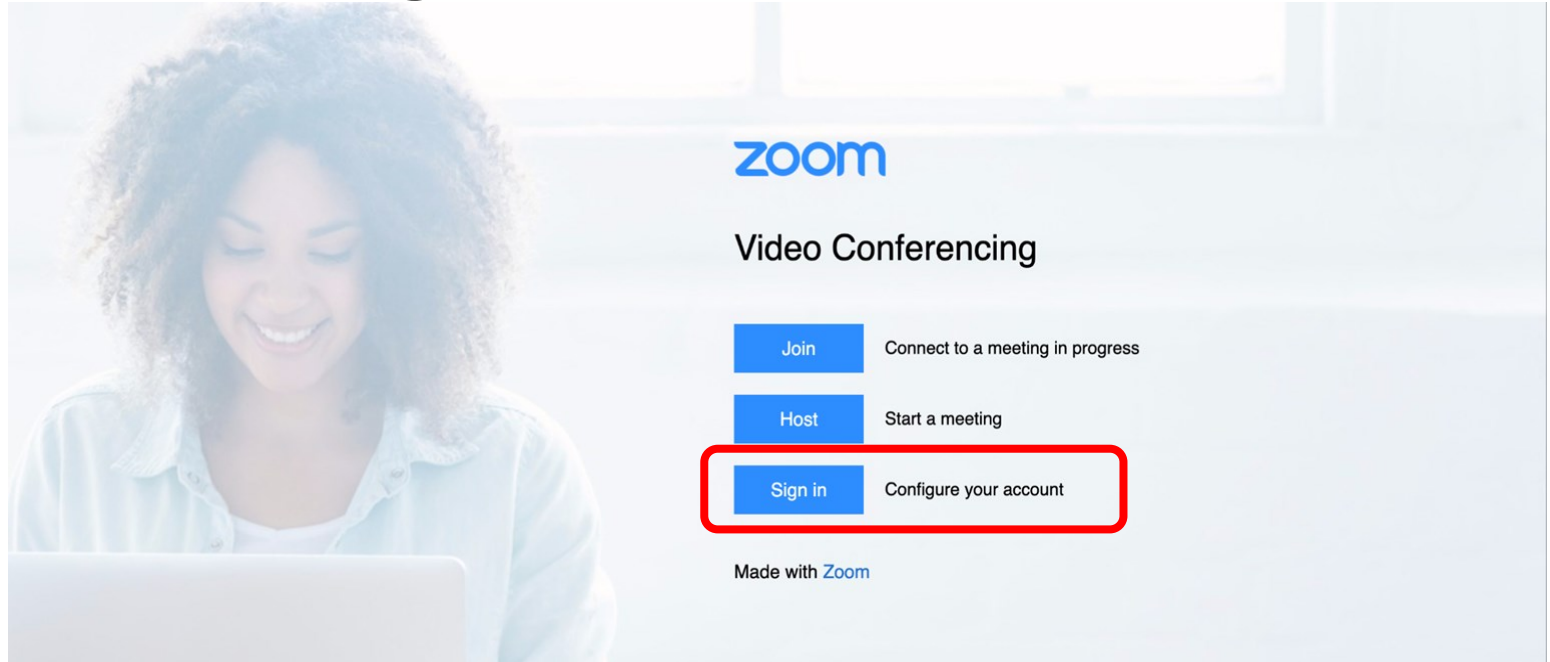
Safari

Step 2:

Type `'https://students-edu-sg.zoom.us'`
into the address bar.

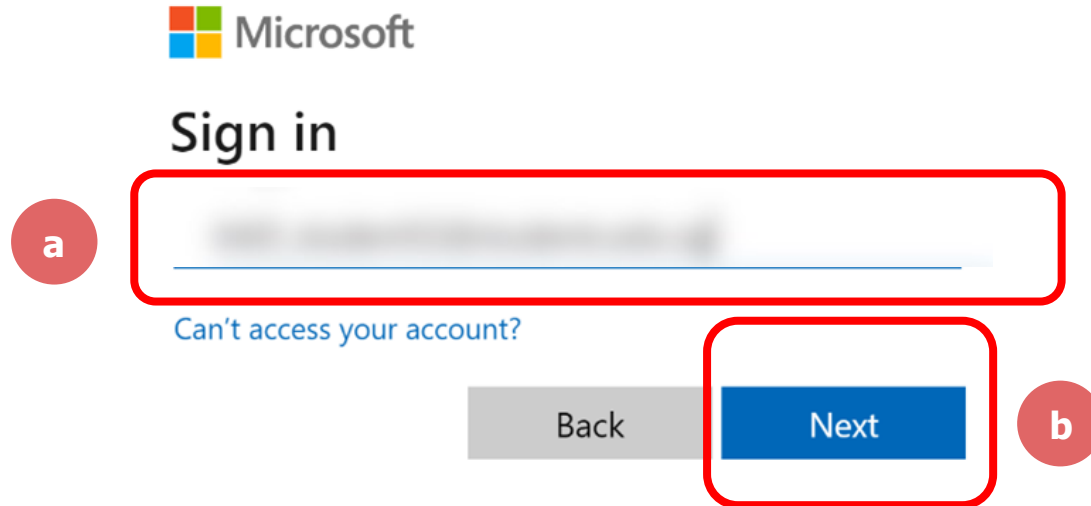


Step 3:
Click on 'Sign In'.



Step 4a:

Type in your **Student iCON email address** and **Click** on **'Next'**.



Step 4b:

Type in your **password** and **Click** on **'Sign in'**.

The image shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is a back arrow and a blurred URL. The main heading is "Enter password". There is a password input field containing ten dots and a cursor. A red circle with the letter "a" is positioned to the left of this field. Below the input field is a link that says "Forgot my password". At the bottom right, there is a blue "Sign in" button. A red circle with the letter "b" is positioned to the left of this button. The entire sign-in area is enclosed in a light gray border.

Step 4c:

Check the box **'Don't show this again'** and **Click** on **'Yes'**.



Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

 Don't show this again

No

b



Once you have reached this screen, you are done!

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

[Edit](#)

Personal		
Phone	Not set	Add Phone Number
Language	English	Edit
Time Zone	(GMT+8:00) Singapore	Edit
Date Format	mm/dd/yyyy Example: 06/14/2021	Edit
Time Format	Use 12-hour time (Example: 02:00 PM)	

02

Accessing **Zoom** through the Desktop **App**

Step 1:

Click on the **Zoom icon** at the **bottom** or **right hand corner** of your screen.





Step 2:

Click on **'Sign In'**.

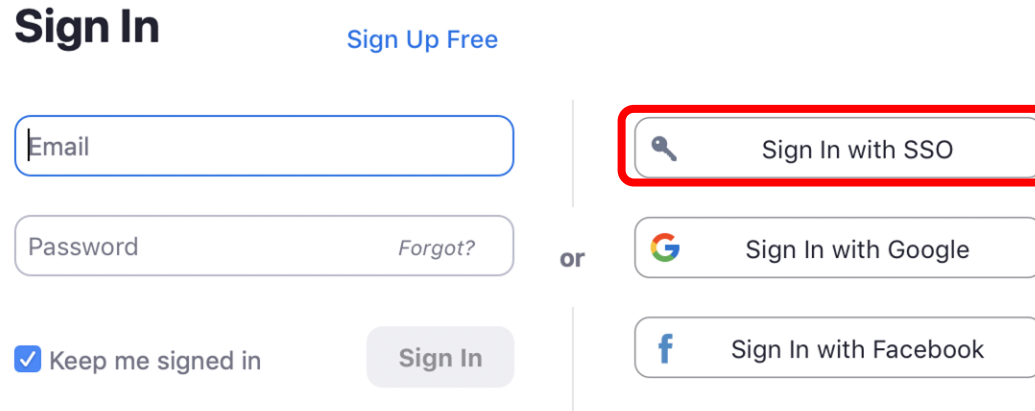


Join a Meeting

Sign In

Step 3:

Click on **'Sign In with SSO'**.



The image shows a sign-in interface. On the left, there are two input fields: 'Email' and 'Password'. Below the 'Password' field is a 'Forgot?' link. At the bottom left, there is a checked checkbox labeled 'Keep me signed in' and a 'Sign In' button. On the right, there is a vertical line with the word 'or' below it. To the right of the line are three buttons: 'Sign In with SSO' (highlighted with a red border), 'Sign In with Google', and 'Sign In with Facebook'. The 'Sign In with SSO' button has a key icon.


Sign In [Sign Up Free](#)


Email


Password [Forgot?](#)

Keep me signed in [Sign In](#)

or

 [Sign In with SSO](#)

 [Sign In with Google](#)

 [Sign In with Facebook](#)

Step 4:

Type in 'students-edu-sg' and **Click** on 'Continue'.

Sign In with SSO

a

Your company domain .zoom.us

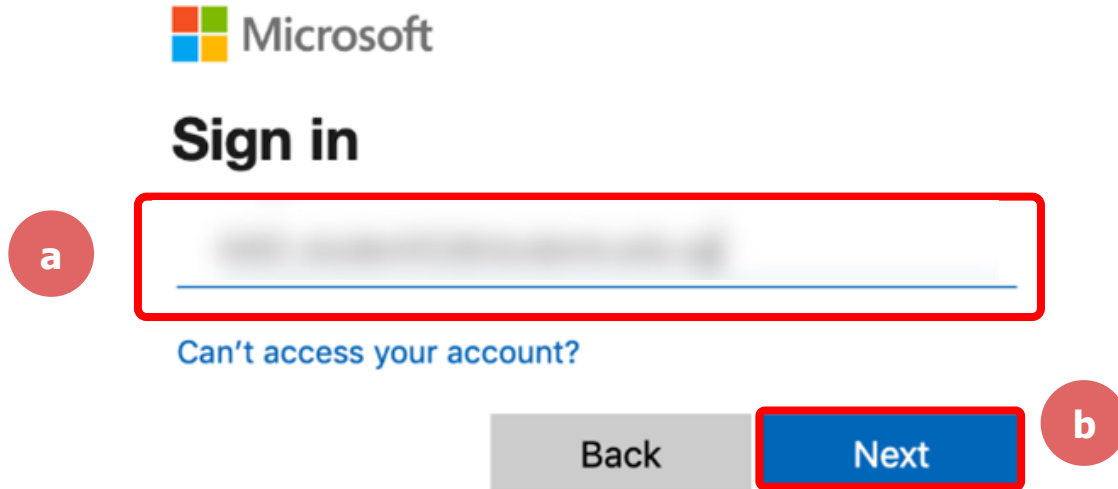
[I don't know the company domain](#)

Continue

b

Step 5a:

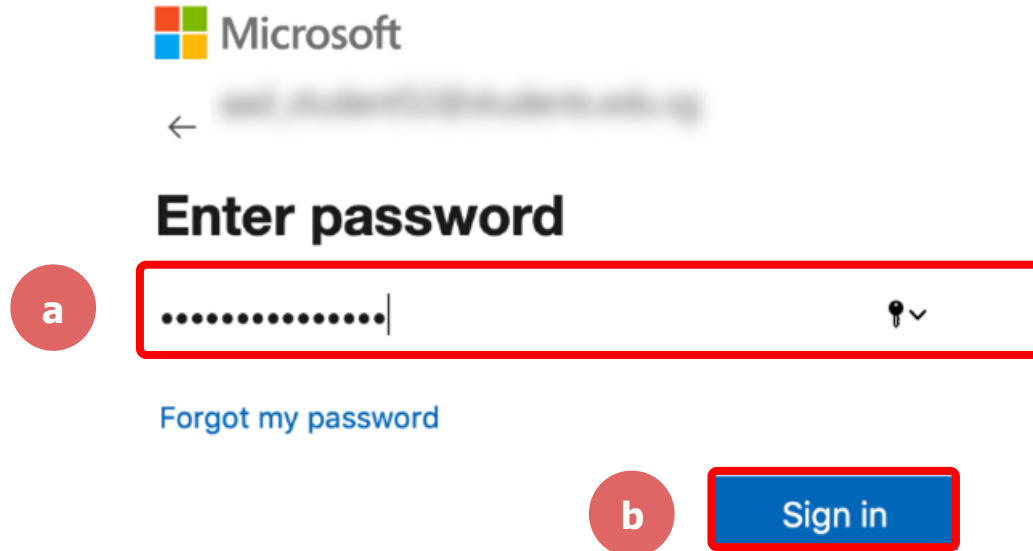
Type in your **Student iCON email address** and **Click** on **'Next'**.



The screenshot shows a Microsoft sign-in page. At the top left is the Microsoft logo. Below it is the text "Sign in". A red circle labeled "a" is positioned to the left of a text input field, which is outlined with a red border. Below the input field is the link "Can't access your account?". At the bottom, there are two buttons: a grey "Back" button and a blue "Next" button. A red circle labeled "b" is positioned to the right of the "Next" button.

Step 5b:

Type in your **password** and **Click** on **'Sign in'**.



Step 5c:

Check the box '**Don't show this again**' and **Click** on '**Yes**'.



Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

Don't show this again

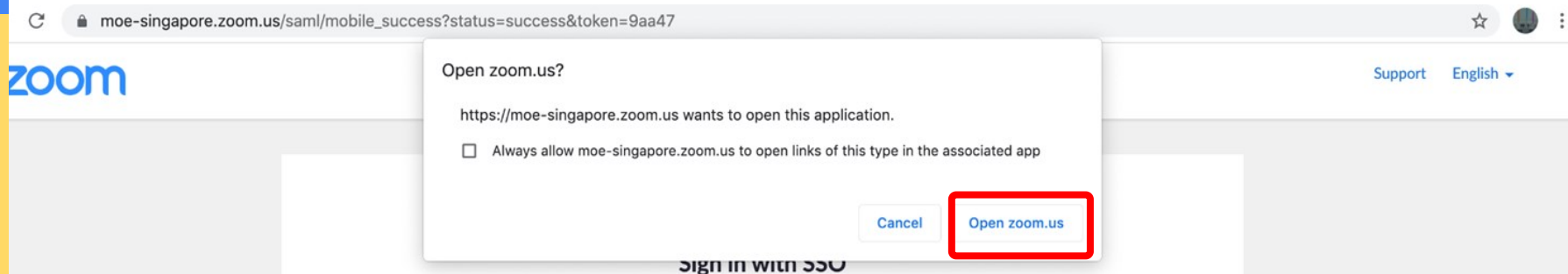
No

Yes

b

Step 6:

Click on **'Open zoom.us'**.

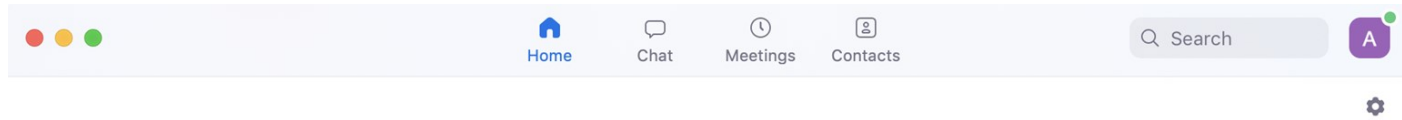


The screenshot shows a web browser window with the address bar displaying `moe-singapore.zoom.us/saml/mobile_success?status=success&token=9aa47`. The Zoom logo is visible in the top left. A dialog box titled "Open zoom.us?" is centered on the screen. The dialog contains the text "https://moe-singapore.zoom.us wants to open this application." and a checkbox labeled "Always allow moe-singapore.zoom.us to open links of this type in the associated app". At the bottom of the dialog are two buttons: "Cancel" and "Open zoom.us". The "Open zoom.us" button is highlighted with a red rectangular border. Below the dialog, the text "sign in with SSO" is partially visible.

Click **Open zoom.us** on the dialog shown by your browser. If you don't see a dialog, click **Launch Zoom** below.

Launch Zoom

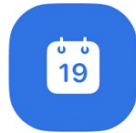
Once you have reached this screen, you are done!



New Meeting ▾



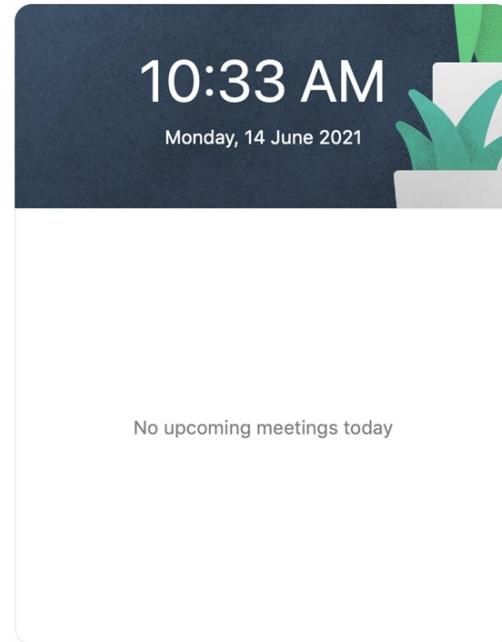
Join



Schedule



Share Screen



03

**Accessing Zoom
through the
Mobile/Tablet App**

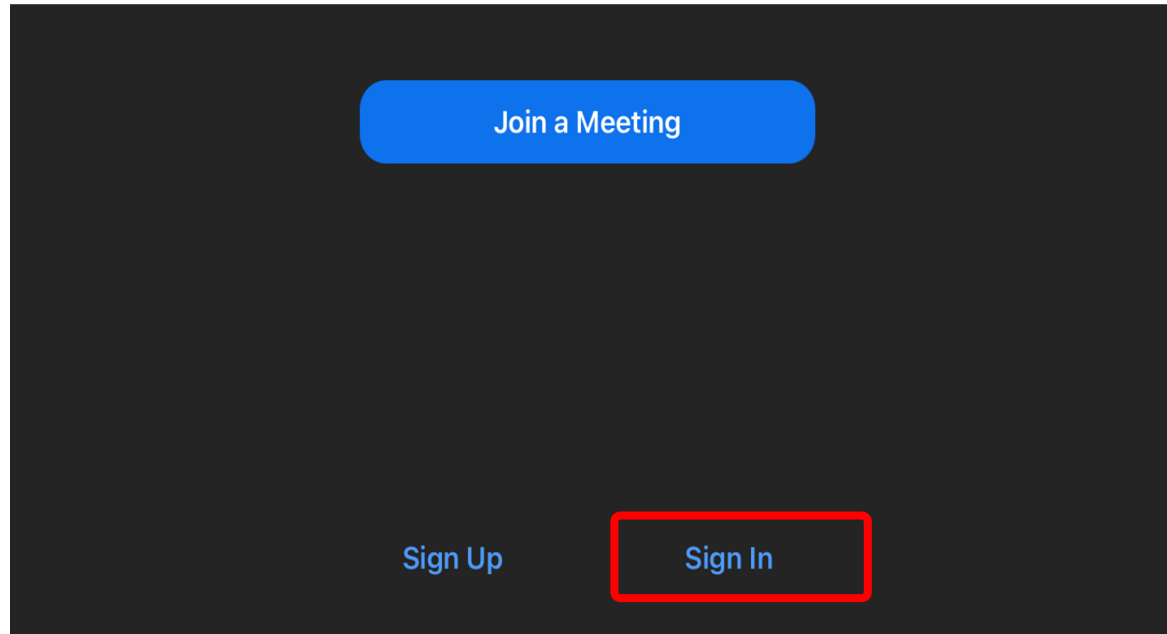
Step 1:

Tap on the **Zoom icon** on your screen.



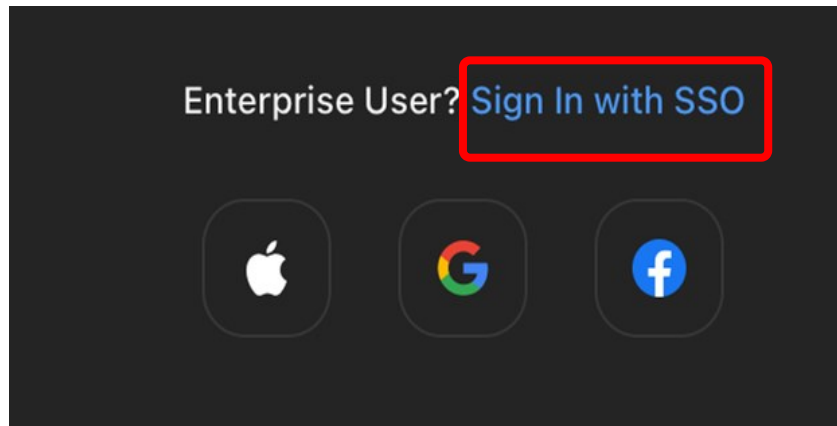
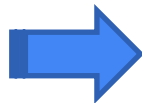
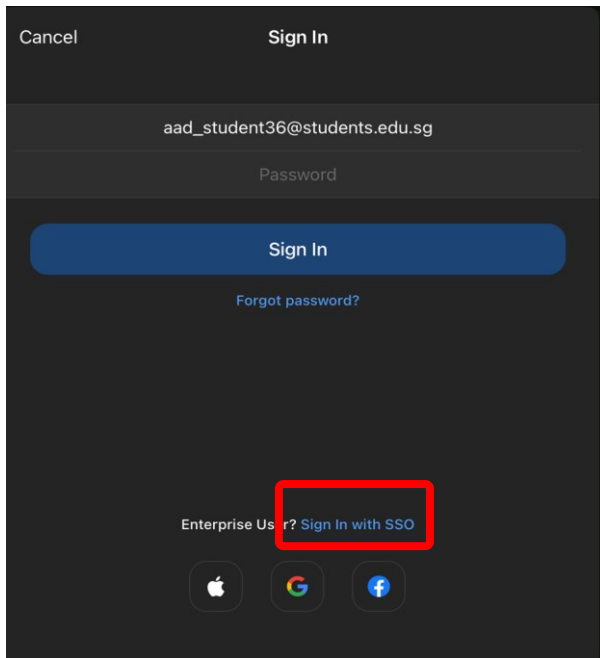
Step 2:

Tap on **'Sign in'** at the **bottom of your screen**.



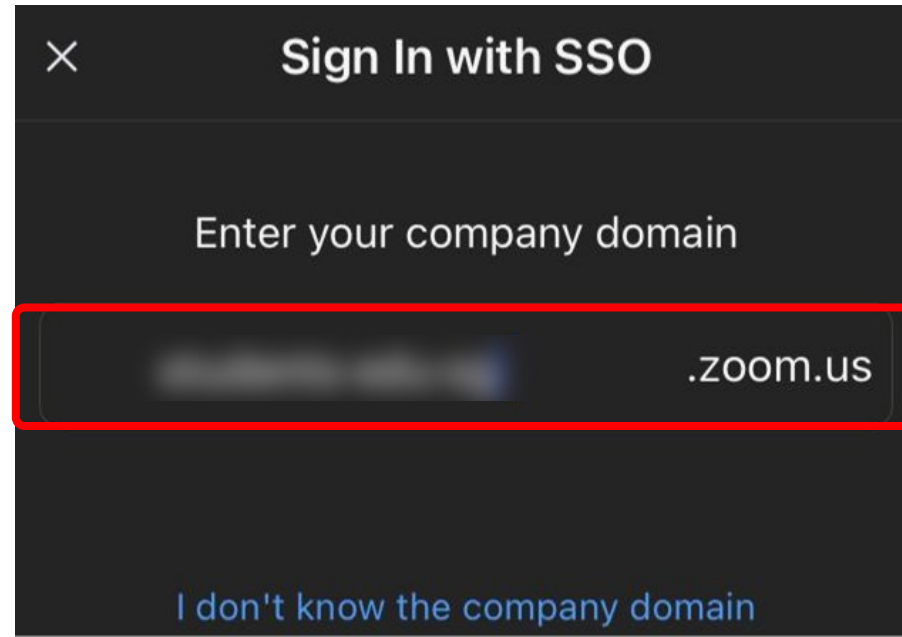
Step 3:

Tap on **'Sign in with SSO'**.



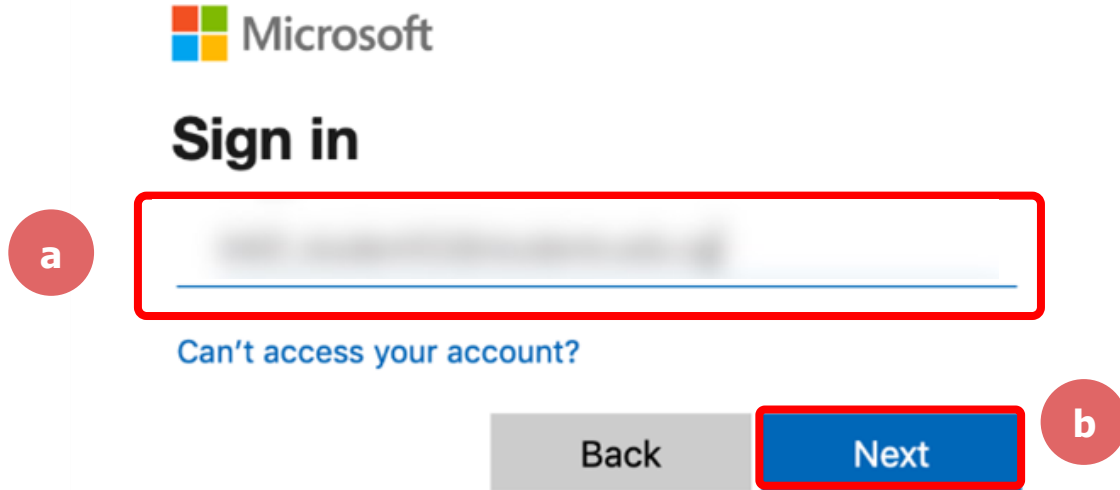
Step 4:

Type in **'students-edu-sg'** and **Tap 'Go'** on your keyboard.



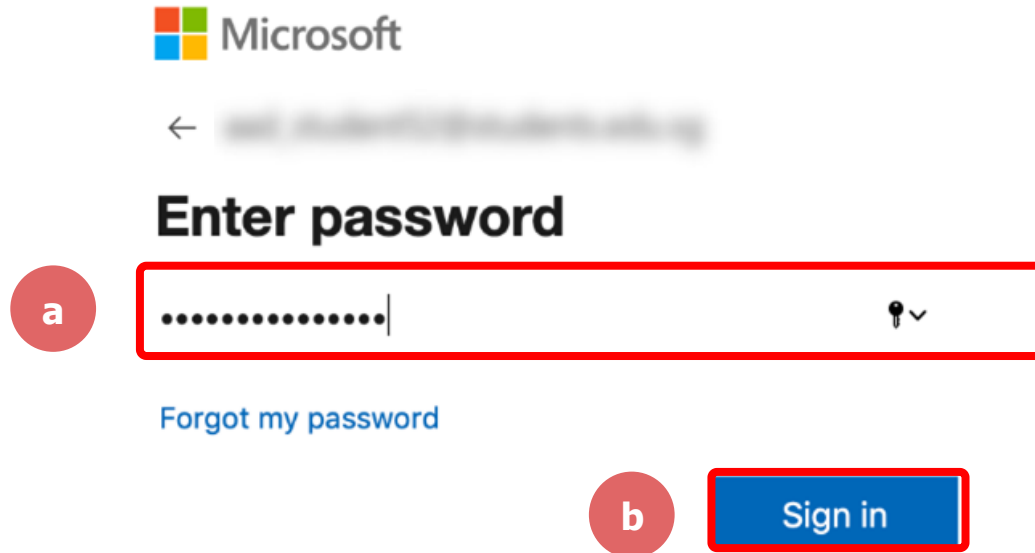
Step 5a:

Type in your **Student iCON email address** and **Tap** on **'Next'**.



Step 5b:

Type in your **password** and **Tap** on **'Sign in'**.



Step 5c:

Check the box '**Don't show this again**' and **Tap** on '**Yes**'.



Stay signed in?

Do this to reduce the number of times you are asked to sign in.

a

Don't show this again

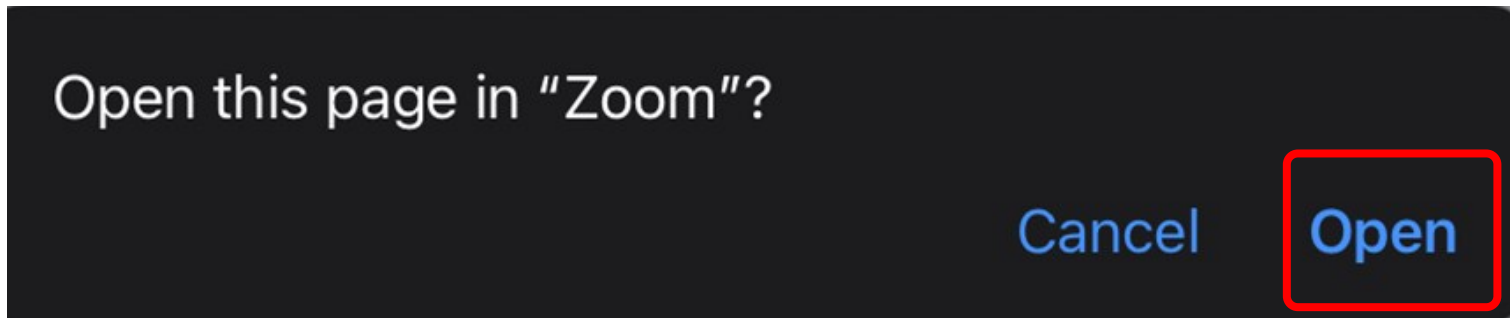
No

Yes

b

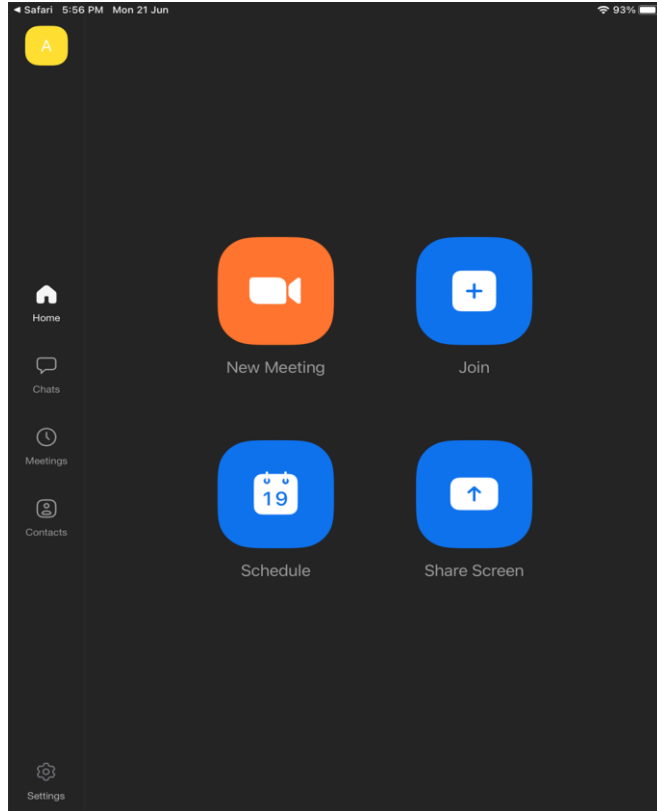
Step 6:

Tap 'Open'.





03



Once you have reached this screen, you are done!

04

(Annex)

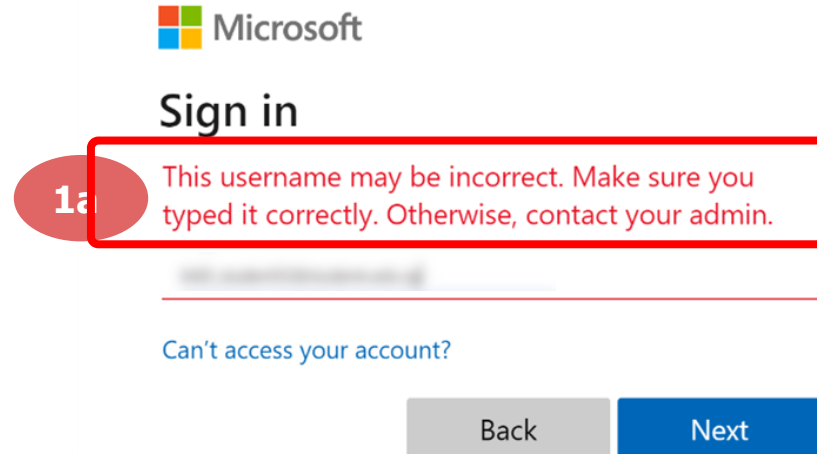
Troubleshooting

Instructions

*Applicable to Browser, Desktop App and Mobile/Tablet App)

Error 1(a) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong email address.



Solution:

For **issue 1a**, please check that you have keyed in the correct email address without missing letters or numbers.

If the issue still occurs, please **report it to your teacher or school's MIMS Student Administrator (SA)** and they will **log a case with SSOE Service Desk** if necessary.



*Applicable to Browser, Desktop App and Mobile/Tablet App)

Error 1(b) & 1(c) (During Microsoft Sign In):

An error message will be shown when you sign in with the wrong password or key in the wrong password too many times.



Enter password

1b

Your account or password is incorrect. If you don't remember your password, [reset it now](#).

Password

[Forgot my password](#)

Sign in



Enter password

1c

Your account has been temporarily locked to prevent unauthorised use. Try again later, and if you still have trouble, contact your admin.

Password

[Forgot my password](#)

Sign in

Solution:

For **issue 1b**, please check that you have entered the correct password without missing letters or numbers. If the issue still occurs, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**

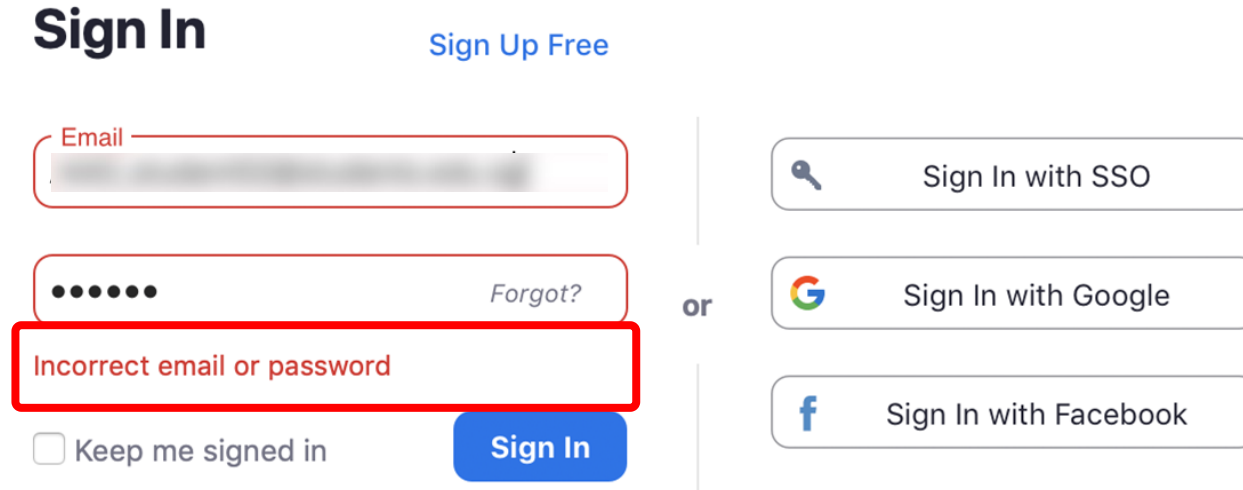
For **issue 1c** and **other password-related issues like forgot password or inactive account**, please approach **your teacher or school's MIMS Student Administrator (SA) to reset your password.**



*Applicable to Desktop App only

Error 2(a) (During Sign In):

An error message will be shown when you log into your account using the usual sign in method shown below.



The image shows a sign-in interface with the following elements:

- Sign In** (bold black text) and **Sign Up Free** (blue text) at the top.
- An **Email** input field with a red border, containing a blurred email address.
- A password input field with a red border, containing six dots and a **Forgot?** link.
- A red-bordered error message box containing the text **Incorrect email or password**.
- A checkbox labeled **Keep me signed in** and a blue **Sign In** button.
- An **or** separator between the main form and the social login options.
- Three social login buttons: **Sign In with SSO** (with a key icon), **Sign In with Google** (with the Google logo), and **Sign In with Facebook** (with the Facebook logo).

Solution:

You will encounter the following error **shown in Error 2(a)** when you are not logged in using SSO.

Ensure you **sign in with SSO.**



● ● ●
*Applicable to Desktop App Only

Error 2(b) (Using Sign in with Google)

An error message will be shown when you sign in via Google (with a valid Student iCON email address and correct password).



Support English ▾

Unable to sign up with your email address

Because your email address ends with @students.edu.sg, you must contact your organization's Zoom account admin to create a Zoom account or [sign up](#) with a different email address.

Solution:

If you sign in via Google through the desktop app, you will encounter this error shown in **Error 2(b)**.

Please **go back to the main page** and **sign in using SSO**.





Need further guidance on using Zoom?

Please access the links below:

Getting Started:

<https://support.zoom.us/hc/en-us/categories/200101697>

Meetings and Webinars:

<https://support.zoom.us/hc/en-us/categories/201146643>



Need further assistance?

Please contact the following school staff.

Name: Madam Serena Chan

Email: chan_miew_yen_serena@schools.gov.sg

Contact no.: 64897905